

# MONTCALM CARE NETWORK

## **Access Specialist**

**Pay Grade:** 11 (less than full license) 12 (full license)

**Status:** Salary, Exempt

I have read my job description and understand the essential functions.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

## **General Summary**

Under the supervision of the Acute Services Manager, is responsible for assisting consumers in accessing community mental health resources on an emergent and non-emergent basis. Assuring the transition from inpatient care to community based care and between communities is a seamless process for consumers. Promotes mental health recovery, wellness, and full participation within the community for consumers in a manner where practice is trauma informed, co-occurring capable, person/family centered and integrated with other health care providers.

## **Essential Functions**

1. Administers screening tools and determines initial eligibility for Community Mental Health Services by phone and during brief face to face screenings.
2. Performs psychosocial assessments and evaluations that include obtaining personal, family, social, psychiatric and medical information as part of an open access system. Determines appropriate level of care. Discusses diagnostic conclusions and treatment recommendations with consumers and consumer family members or other natural supports encourages their support in the service delivery and care process.
3. Diagnoses mental illness, psychological disturbances and developmental disabilities using approved diagnostic nomenclature.
4. Provides face-to-face and telephone crisis intervention, crisis screening, information and referral and other services to persons experiencing crisis, emergent or urgent difficulties. These activities may be performed both in the office and offsite.
5. Participates in person-centered crisis planning processes as appropriate and as requested by consumers.
6. Works cooperatively with after-hours emergency service staff, collects all emergency service information and ensures the transmission of emergency service consumer information to other emergency service staff at staff meetings and as otherwise appropriate, primary mental health clinicians, and psychiatrists and with the consumer's authorization, their primary health care physician.
7. In cooperation with primary care mental health clinicians and psychiatrists, prepares emergency alerts and crisis plan or crisis intervention instructions
8. Coordinates, monitors and participates in judicial and other processes related to involuntary hospitalizations and other treatment processes including involuntary alternative treatment and

assisted outpatient treatment (Kevin's Law).

9. Monitors the implementation of involuntary treatment orders.
10. Monitors inpatient admissions to ensure eligibility criteria according to Medicaid guidelines and approves continuing stays.
11. Coordinates inpatient and facility admissions and discharge planning for persons exiting hospitals or facilities and arranges for post discharge services as necessary to promote the successful return to the community and to prevent recidivism.
12. Reviews county of financial responsibility service requests and provides appropriate authorizations.
13. Works cooperatively with Customer Services on any grievance or appeal related to the denial of services.
14. Provides back up for Children's Mobile Crisis system.
15. Maintains complete and detailed case records consistent with Department of Mental Health standards, agency procedures, and requirements of third party funding sources.
16. Represents the agency to the community, to consumer family members and natural supports and other interested persons in a way that fosters understanding of persons with mental illness or developmental disabilities.
17. Ensures that clinical documentation regarding clients is kept secure and confidential and maintained consistent with Department of Mental Health and The Montcalm Center policies and procedures.
17. Collects clinical and other data related to services delivered as need to comply with Department of Mental Health and The Montcalm Center policies and procedures.
18. Complies with recipient rights reporting requirements established by the Mental Health Code and the procedures of the Montcalm Care Network's Board.
19. Serves as part of an after hours emergency services team providing 24-hour crisis intervention to Montcalm County residents.
20. Must participate in a minimum of 24hours of annual training related to the treatment of children and families and/or relevant to the population served.
21. This position will be knowledgeable about and actively support: 1) culturally competent recovery based practices; 2) person centered planning as a shared decision making process with the individual, who defines his/her life goals and is assisted in developing a unique path toward those goals; and, 3) a trauma informed culture of safety to aid consumers in the recovery process.

*This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.*

### **Employment Qualifications**

**Education:** Possession of a Master's Degree in Psychology, Social Work, Counseling or related field.

**Experience:** One year of experience in a mental health agency. Experience and training in one or more of the identified Specialty population children with SED, persons with DD, adults with SMI, the elderly, persons with co-occurring substance use disorders or complex medical conditions.

**Other Requirements:** Licensure or limited licensure as a Social Worker, Counselor, Limited License Psychologist by the State of Michigan. Must be a Qualified Mental Health Professional and Qualified Children's Mental Health Professional or supervised by an individual with this credential.

Possession of a valid State of Michigan driver's license and chauffer's license.

*The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.*

**Physical Requirements:** *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

- Ability to operate an automobile.
- Bends and stoops to access files to place and retrieve documents.
- Ability to enter and retrieve data in a computer.

**Working Conditions:** Stressful conditions are regularly encountered. These include interactions with mental health consumers and with community representatives and staff that are experiencing or dealing with crisis situations. It also may include rapidly altering work assignments as directed or required, etc. Work hours and schedules may vary and may include overtime, and evening, weekend and holiday hours on-call or other hours that are outside of regular work hours.

**Competency Checklist Clinical Staff**

Position

Populations Served

- SMI  
  DD  
  Child/Adol.  
  Geriatric  
  SUD  
  Integrated Health

<b>Competency</b>	<b>N/A</b>	<b>Met</b>	<b>Developing*</b>
Knowledge of stages of growth and development			
Ability to complete elements of a psychosocial assessment			
Ability to complete Mental Status Exam			
Knowledge/skills in diagnosing based on current DSM			
Ability to develop integrated treatment plans			
Knowledge/skills in crisis intervention			
Skills in management/intervention of aggressive, self-harm, suicidal behaviors			
Knowledge of trauma and impact on behaviors and functioning			
Basic knowledge of psychotropic medication and risk factors			
Knowledge of co-occurring substance use disorders			
Knowledge of the principles of Gentle Teaching			
Knowledge of chronic health conditions inter-relationship with mental health disorders			
Knows the principles of behaviorism			
Ability to apply motivational strategies in a stage wise manner to interventions			
Ability to apply Cognitive Behavioral strategies to interventions			
Ability to teach coping, self-regulations, self-management, and parenting skills as population appropriate			
Ability to communicate clinical information to individuals and groups			
Knowledge of community resources			
Skill set in care management and coordination with community providers			
Possess communication skills or options for nonverbal individuals or those with limited English proficiency**			
Understanding of Cultural Competence Standards and Person centered principals and requirements**			
Knowledge of Mental Health Code			
Knowledge of Recipient Rights**			
Infection Control**			
Fire safety, security and disaster response**			
Knowledge in use of electronic health records and confidential management of health information, HIPPA**			

\*\*Requires completion of agency or Essential Learning training

\*Developing competencies are addressed in the Staff Development Plan